

CLAIM SET AS AMENDED

Claims 1-11. (Canceled)

E1 12. (Previously Presented) A method for communicating with a voice mailbox comprising the steps of:

Sub FI receiving an information request and voice mailbox identification information from a wireless portable unit;

accessing an informational database with said information request;

receiving from the informational database, text format information in response to said information request;

processing said text format information with a text-to-voice processor to generate an audio representation of said text format information; and

transmitting said audio representation to a voice mailbox identified by said voice mailbox identification information, wherein the voice mailbox is remote from the wireless portable unit.

13. (Previously Presented) The method of claim 12, wherein said information request comprises a plurality of geographic addresses and said text format information comprises driving directions between said addresses.

E) 14. (Original) The method of claim 13, wherein said informational database is a mapping database providing driving directions in response to a query containing a geographic starting and ending point.

15. (Previously Presented) The method of claim 13, wherein said text format information comprises driving directions.

16. (Previously Presented) The method of claim 12, wherein said informational database is Internet-based and is accessed remotely through HTTP emulation.

Claims 17-26. (Canceled)

27. (Previously Presented) A system for communicating with a voice mailbox comprising:

a call center accepting an information request and voice mailbox identification information from a wireless portable unit;

an interface for transmitting the information request to an informational database and for receiving responsive information back from the informational database;

a text-to-voice processor receiving said responsive information in a text format and providing responsive information in a voice format; and

E) a transmitter for providing said responsive information in the voice format to the voice mailbox, wherein the voice mailbox is remote from the wireless portable unit.

28. (Previously Presented) The system of claim 27, wherein said interface comprises a computer server.

29. (Previously Presented) The system of claim 28, wherein said call center comprises computer terminals networked to said computer server.

30. (Previously Presented) The system of claim 29, wherein said computer server is Internet-based and is configured to be accessed remotely by said computer terminals.

Claims 31-34. (Canceled).

35. (Previously Presented) The method of claim 12, further comprising the steps of:

recording said audio representation in the voice mailbox; and

calling the voice mailbox using the wireless portable unit to retrieve the recorded audio representation.

36. (Previously Presented) A method of operating a travel directions information service comprising the steps of:

receiving a voice call from a person desiring travel directions;

having a call taker manually enter first information into a computer program based upon verbal communications from the person calling;

accessing an informational database using at least a portion of the first information;

receiving second information from the informational database; and

transmitting the second information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

37. (Previously Presented) The method according to claim 36, wherein the first information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

38. (Previously Presented) The method according to claim 36, wherein the first information includes a plurality of geographic addresses and the second information comprises driving directions between the addresses.

39. (Previously Presented) The method according to claim 36, wherein the informational database is a mapping database and the second information includes driving directions.

E 40. (Previously Presented) The method according to claim 39, wherein the driving directions are provided in text format.

41. (Previously Presented) The method according to claim 39, wherein the driving directions are provided in graphic format.

42. (Previously Presented) The method according to claim 36, wherein said step of accessing the informational database occurs over the internet.

43. (Previously Presented) The method according to claim 36, wherein said step of accessing the informational database occurs over a dedicated data line.

44. (Previously Presented) A system for providing travel directions information comprising:

a telephone to receive a voice call from a person desiring travel directions;

a data processing device for allowing a call taker operating the telephone to manually enter first information based upon verbal communications from the person calling;

a computer program for receiving the first information;

E) an interface, controlled by the computer program, to send a query to an informational database using at least a portion of the first information and to receive second information from the informational database; and

a transmitter to send the second information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

45. (Previously Presented) The system according to claim 44, wherein the first information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

46. (Previously Presented) The system according to claim 44, wherein said first information includes a plurality of geographic addresses and said second information comprises driving directions between said addresses.

47. (Previously Presented) The system according to claim 44, wherein the informational database is a mapping database and said second information includes driving directions.

48. (Previously Presented) The system according to claim 44, wherein said interface is connected to the internet in order to transmit data to, and receive data from, the informational database.

[E] 49. (Previously Presented) A method of operating a travel directions information service comprising the steps of:

receiving first voice information from a person desiring travel directions;
converting the first voice information into first text information using a voice-to-text processor;
accessing an informational database using at least a portion of the first text information;
receiving second text information from the informational database;
converting the second text information into second voice information using a text-to-voice processor; and
transmitting the second voice information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

50. (Previously Presented) The method according to claim 49, wherein the first voice information includes a phone number associated with the person's voice mailbox.

51. (Previously Presented) The method according to claim 49, wherein the first voice information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

52. (Previously Presented) The method according to claim 49, wherein the first text information includes a plurality of geographic addresses and the second text information comprises driving directions between the addresses.

53. (Previously Presented) The method according to claim 49, wherein the informational database is a mapping database and the second text information includes driving directions.

54. (Previously Presented) The method according to claim 49, wherein said step of accessing the informational database occurs over the internet.

55. (Previously Presented) A system for providing travel directions information comprising:

a telephone answering device to receive a voice call from a person desiring travel directions;

a voice-to-text processor to convert first voice information, stated by the person desiring travel directions, into first text information;

a computer program for receiving the first text information;

an interface, controlled by the computer program, to send a query to an informational database using at least a portion of the first text information and to receive second text information from the informational database;

E1 a text-to-voice processor to convert the second text information into second voice information; and

a transmitter to send the second voice information to a wireless portable device or voice mailbox associated with the person desiring travel directions.

56. (Previously Presented) The system according to claim 55, wherein the first voice information includes a destination address and a unique identification associated with the person calling or the wireless portable device.

57. (Previously Presented) The system according to claim 55, wherein the first text information includes a plurality of geographic addresses and the second text information comprises driving directions between the addresses.

58. (Previously Presented) The system according to claim 55, wherein said interface is connected to the Internet in order to transmit data to, and receive data from, the informational database.

59. (Previously Presented) The system of claim 27, wherein the wireless portable unit is a cellular phone.